

SFRS launch recruitment drive

by Kirstie Topp Local Democracy Reporter

The Scottish Fire and Rescue Service (SFRS) has launched a new recruitment drive.

The recruitment drive has been launched this week for all three of its operations control rooms in Johnstone, Dundee and Edinburgh.

Ahead of the launch, a fire service Watch Commander revealed how his training helped save the life of someone trapped inside a burning car.

Operations Control staff member Marc Benedictus received the urgent 999 call following a road traffic collision near Perth and immediately mobilised firefighters and the correct resources to the scene.

He drew upon his skills and experience to ensure that the person was rescued and no one else was hurt.

Marc, a Watch Commander based at Dundee Operations Control, said: "Some calls absolutely stick with you – and this one was particularly challenging.

"Someone was trapped in the burning car after a bad collision and we had received a number of 999 calls, and all of them were from people who were naturally panicking or asking for advice."

He added: "We have to balance giving advice to the caller while getting as much information as possible to enable us to quickly mobilise the correct resources for the emergency from the right location.

“It can be very intense but those crews arrived very quickly and were able to rescue that person from the burning car and no other person was hurt. It was very rewarding to be able to draw upon my training and experience to help others.

“That’s why I don’t think there’s any other job like it – this is different to a call centre job, and no one should come in thinking that. This is a career full of opportunities, teamwork, challenges, and even new qualifications.

“It is mentally challenging role, with a lot of training – but the reward is most certainly worth it.”

Successful applicants will join fellow Operations Control staff during a 14 week training period, learning how to co-ordinate emergency fire and rescue response to everything from house fires and road traffic collisions, to major incidents and severe weather related flooding.

Trainees will also learn how to give potentially life-saving advice, providing fire survival guidance to people who are trapped by smoke or fire.

Area Commander Libby Logan said: “We need motivated individuals who are serious about serving and protecting Scotland’s communities. If you think you are suited to the role, then our fantastic training team will support you every step of the way.

“Our Operations Control rooms are tight-knit teams, who work with local firefighters to respond to emergency calls across Scotland.

“A willingness to learn, a strong team ethic, the ability to stay calm under pressure while handling numerous tasks and a real ability to motivate others and form relationships are all essential attributes – we want the best of the best to take up these roles on Scotland’s unseen frontline.”

Kirstie Topp is a Local Democracy Reporter. The Local Democracy Reporting Service (LDRS) is a public service news agency : funded by the BBC, provided by the local news sector, and used by qualifying partners. Local Democracy Reporters cover top-tier local authorities and other public service organisations.